

# Balfour Beatty WorkPlace

## Balfour Beatty benefits from flexible managed services with Esteem Systems

case study

Balfour Beatty WorkPlace manages facilities for a wide range of public and private sector organisations in the UK. When two major government contracts came up for renewal, their individual contract requirements instigated a review of Balfour Beatty WorkPlace's existing IT infrastructure and its approach to IT management. With high levels of security, alongside disaster recovery, data transfer standards and a comprehensive service level agreement (SLA) with zero network downtime required to fulfil the contracts, Balfour Beatty WorkPlace selected systems integrator and managed services provider, Esteem Systems, to help meet its customers' needs.

The five year, £5million managed service agreement with Esteem has seen Balfour Beatty WorkPlace benefit from:

- Lowered costs by centralising and virtualising the IT infrastructure to support 1,800 sites
- Reduced power consumption and carbon footprint with intelligent capacity management and reduction of physical servers from 126 to 82
- Lowered operating costs by putting existing infrastructure to best use
- Controlled IT overheads with specialist skills provided as part of the managed service agreement
- A centralised environment that allows 1,400 core employees and 500 mobile staff to access the system
- A repeatable solution that can be rapidly deployed and tailored to new customer sites
- Professional credentials for reduced risk through the information security standards ISO27001, CIESG and OGC

### About Balfour Beatty WorkPlace

Balfour Beatty WorkPlace, formerly Haden Building Management, is the facilities management division of Balfour Beatty. It maintains buildings for household names such as BT, Logica CMG and the BBC, as well as government departments and agencies, including the Department for Work and Pensions. The company currently employs approximately 13,000 people in the UK across 1,800 sites. Staff skills range from electricians and engineers to maintain premises, to office services including reception-desk staff, typing pools, cleaning and catering.

### Finding the middle ground

Balfour Beatty WorkPlace took the decision to find a managed service provider when in contract renewal discussions with two government clients. "Both clients were looking for an IT solution with security and data-transfer standards well in excess of what we'd previously delivered for other clients," explains Gideon Kay, IT and Business Transformation Director at Balfour Beatty WorkPlace. "We quickly realised we were being asked for services at a level beyond our existing capabilities and that it wouldn't be economical for us to make the investment to provide these services in-house."

In addition to meeting these specific client needs, Balfour Beatty WorkPlace was also beginning to review its own IT strategy in conjunction with a move of premises. The company realised that hosting its data centre in a centralised, off-site location could bring many benefits over its current dispersed approach with servers based on multiple premises.

Balfour Beatty WorkPlace decided that the managed service provider chosen would need to be able to design and implement the new infrastructure, as well as manage it on an on-going basis. In addition to this, the IT provider would need to offer great flexibility to match Balfour Beatty's own approach to clients. "We manage facilities for a wide range of organisations and their needs can vary greatly," comments Kay. "We need to be accommodating in our approach as facility managers, from the skills of the staff we provide, to the IT services those staff require to do their jobs."

Balfour Beatty WorkPlace was concerned that larger outsourcing companies would be inflexible in their approach and this would be a limiting factor to its operations. "We are the middleman," says Kay. "If our clients' needs change or develop we have to be flexible enough to accommodate them. We needed to have a managed service partner who was willing to be a bit creative, take some risks and factor that into the agreement."

### Strategic partner

Balfour Beatty WorkPlace realised it needed to work with a strategic managed service partner that could not only support the two government client contracts, but could also deliver the in-house IT infrastructure consolidation. Esteem offers the flexibility as well as the right mix of services including IT support, monitoring and systems integration. Esteem Systems has more than 20 years experience of providing and managing IT solutions to both public and private sector customers with a high standard of technical and business knowledge.



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CONSULTANT

**AppSense** CSP  
Gold Certified Solution Partner

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Symantec Gold Partner

## Lifecycle Services

- Five year Managed Service
- Remote Monitoring
- Incident Management
- Change Management
- Hosting
- Consultancy
- Design
- Implementation
- Project Management

## Software

- Citrix XenApp
- AppSense Management Suite
- VMware
- Symantec BackUp Exec

## Hardware

- 300 Wyse Terminals
- Dell server infrastructure

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## Gideon Kay

IT and Business Transformation  
Director at Balfour Beatty



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## Smart approach

Both client contract renewals were driven by security requirements, which Esteem and Balfour Beatty WorkPlace worked on as a priority. Esteem is ISO27001 compliant - the international standard for information security – an essential element to best support Balfour Beatty WorkPlace's contracts. Confidentiality, integrity and availability of data were primary foundations incorporated into the IT system, as was the on-going management to meet the required data-transfer standards.

## Centralise, virtualise, manage

As part of the managed service agreement, Esteem designed and implemented a centralised Citrix XenApp environment to virtualise applications for 1,400 Balfour Beatty WorkPlace core employees and 500 mobile workers. Given the needs of the government clients, the system also had to be based on a fully restricted infrastructure (no public internet access points) to meet CESG (the Information Assurance arm of GCHQ) and OGC (Office of Government Commerce) accreditation.

Alongside project management and implementation, Esteem helped Balfour Beatty WorkPlace to virtualise its existing server infrastructure. The number of physical servers across the company-run sites reduced from 126 to 82 thanks to the use of VMware virtualisation technology. This approach has increased the utilisation of each server, reducing the company's carbon footprint and lowering bottom line costs. Centralising data servers will save Balfour Beatty WorkPlace £200,000 over three years and the company is now on target to achieve a reduction in carbon emissions of seven per cent by 2012.

“Another major benefit of Esteem's involvement in our overall system was around performance capacity management,” explains Kay. “If we have, for example, four Citrix servers running to support 200 people during core working hours and then just 20 people working in the evening, the system automatically puts these workers onto one server and shuts down those not in use. The servers are booted up as more come online, which is not only a utility saving, but also really helps reduce our carbon footprint.”

Under the five year managed service agreement, Esteem will provide an infrastructure upgrade in the middle contract period to ensure that it remains current and continues to meet the business needs of Balfour Beatty WorkPlace.

## Results

With the five-year managed service agreement in place with Esteem, Balfour Beatty WorkPlace met its clients' requirements and secured the government contract renewals worth in excess of £3.5million.

“The priority for us was to get the service right for these two major contracts, but also to create an infrastructure that leads to effective future IT provision,” explains Kay. “The consultative phase with Esteem was excellent, involving and interactive. The service level agreement provided by Esteem met our precise requirements and left us confident we could offer the best level of service for our clients.”

With the managed service SLA in place, Esteem monitors and manages Balfour Beatty WorkPlace's systems to ensure they continue to perform at optimum levels, identifying potential problems and addressing them before they have an impact. Esteem provides both onsite and secure remote support to ensure 99.9 per cent availability is achieved and that only three hours unscheduled downtime per year is allowed for servicing.

“This approach to managing our systems really helps take away the headache of fire-fighting day-to-day issues with current systems from our own in-house IT department,” explains Kay. “With Esteem managing our existing infrastructure our IT team is now in a better position to focus on supporting the business and developing new solutions to drive our business forward. At the same time the managed service helps control our overheads as Esteem provides us with specialist Citrix and network administration skills as part of the contract.”

## Forward looking

The five year, £5million managed service agreement with Esteem has already seen Balfour Beatty WorkPlace yield significant benefits from putting existing infrastructure to best use and ensures the company can offer government standard IT provision to future clients. “Another great fit with Esteem is that this is now a repeatable solution that we can tailor for new customers, which fits in well with our rapid start up model for new contracts,” comments Kay. Balfour Beatty WorkPlace has predicted savings in the millions by running a Citrix environment and centralising its data centre in an off-site location instead of installing a server-based infrastructure on all of its 1,800 managed sites.

In addition to the continuous improvement plan that is incorporated into the managed service agreement, Balfour Beatty WorkPlace is looking to its next strategic steps with Esteem. Projects include an innovative social networking solution and new network storage platform to support the vast growth and geographical spread of Balfour Beatty WorkPlace's 13,000 resources UK wide. “Esteem has proved itself to be a worthy strategic partner and has become our preferred supplier for our business IT needs,” concludes Kay.